Nparcel
4/202 Ferntree Gully Road
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Fax: (03) 8540 7077
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Troubleshooting Guide for Nparcel Portal & Signature Pad

Error Message / Issue	Cause	Solution
"No details were found. Please try scanning or manually entering the parcel connote number or item number. If no details persist, please use the Manual POD Sheet."	Parcel information is not in the portal database.	Complete a manual POD capture sheet and submit to Nparcel.
After scanning of entering con note number, fields of "Name", "ID Type", and "ID#" are still grey and information can't be filled out in the fields.	Job Details have not been triggered.	After scanning or manually entering, then press "Enter" on the keyboard.
Job Details appear fine, but has no customer name and address.	Customer has utilised manual consignment notes so customer data didn't enter Toll systems automatically therefore it didn't flow through to Nparcel system.	If customer name on the photo ID match with the information on the parcel, process as normal.

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"*Processing*" then "*Transmission has failed due to internet traffic issue. Please try again"*	Internet traffic/connection issue.	Check if the other activity can be performed on the internet. Refresh the browser and perform the search
"*Processing*"	Internet has been temporarily storing information in the PC and the space got overloaded.	Clean the cache (cookies, etc). Click on the link below for instructions: http://www.refreshyourcache.com/en/ie8/
When clicking on "Capture Signature" button, there is no response.	The signature pad only works on Internet Explorer and a different web browser is currently in use.	Use Internet Explorer web browser to open up the Nparcel portal.
"Capture() error: ActiveX Object is not defined"	The signature pad only works on Internet Explorer and a different web browser is currently in use.	Use Internet Explorer web browser to open up the Nparcel portal.

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Message of "*No valid signature capture license found*." appear when clicking on "Capture Signature" button.	The connection between the signature pad and the computer is loose.	Unplug the signature pad from the PC and plug it in again. However please be mindful that you should not do this often as the devise is sensitive and may break down. Ensure that the cable is lined up correctly on the signature pad USB socket. Insert the cable gently. The cable should go in smoothly and there should not be much resistance. It the same message comes up, please contact Nparcel.
Message of "can't passé server…please contact support"	Internet has been temporarily storing information in the PC and the space got overloaded.	Clean the cache (cookies, etc). Click on the link below for instructions: http://www.refreshyourcache.com/en/ie8/